



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

May 11, 2016

TO: ALL STATE AGENCIES, SCHOOL DISTRICTS, MUNICIPALITIES, VOLUNTEER
FIRE COMPANIES AND POLITICAL SUBDIVISIONS

FROM: SHANNON WROBEL
STATE CONTRACT PROCUREMENT OFFICER
302-857-4537

SUBJECT: **AWARD NOTICE – Addendum #2 effective February 23, 2017**
CONTRACT NO. GSS16112-TEMP_EMPL
Temporary Employment Services

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OF
KEY CONTRACT INFORMATION

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GOVERNMENT SUPPORT SERVICES – CONTRACTING
100 ENTERPRISE PLACE – SUITE 4 – DOVER, DE 19904-8202
PHONE: (302) 857-4550 – FAX: (302) 739-3779 – GSS.OMB.DELAWARE.GOV

KEY CONTRACT INFORMATION

1. MANDATORY USE CONTRACT

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REF: Title 29, Chapter 6911(d) Delaware Code. Every state department and agency within the Executive Branch and Judicial Branch of the state government shall procure all material, equipment and nonprofessional services through the statewide contracts administered by Government Support Services, Office of Management and Budget. Delaware State University, Delaware Technical and Community College, the operations funded by Public School Districts, Delaware Transit Corporation, the Legislative Branch and the Board of Pension Trustees and their consultants are specifically exempted from the requirements of this subsection.

A portion of this contract has been established pursuant to 16 Delaware Code, Chapter 96 and is mandatory use for any “Agency of this State”. Pursuant to 16 Delaware Code, Section 9602 (1) “Agency of this State” shall included all counties, towns, school districts or any other entity which is supported in whole or in part by funds appropriated by the General Assembly.

2. CONTRACT PERIOD

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Each Vendor’s contract shall be valid for a two (2) year period from July 1, 2016 through June 30, 2018. Each contract may be renewed for three (3) one (1) year periods through negotiation between the Vendor and Government Support Services. Negotiation may be initiated no later than ninety (90) days prior to the termination of the current agreement.

The State reserves the right to extend this contract on a month-to-month basis for a period of up to three months after the term of the full contract has been completed.

Any vendor(s) awarded under this solicitation who does not bid, or for any reason whatsoever is not awarded a subsequent contract that has active placements shall have a requirement to transition placements within 90 days to any of the subsequently awarded vendor(s) under successor contracts, should the State desire placements. During that period of time, vendors shall perform in accordance with the terms and conditions of the award under which their placements were made. Such placements shall not incur any expense to the placed temporary employee or the State and non-compete agreements of any vendor(s) shall not prevent the opportunity of any current temporary placement to transition to a newly awarded vendor under successor contract.

3. VENDORS

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Vendor contact information can be found in the Pricing Spreadsheet associated with this contract award. The associated Pricing Spreadsheet document will also provide details on which vendor is awarded which position and their rates.

| SET ASIDE PLACEMENTS |
|--|
| GSS16112-TEMP_EMPLV01 Ability Network of Delaware (A.N.D.) 100 W 10 th Street, Suite 103 Wilmington, DE 19801 FSF: |

| GENERAL TEMPORARY EMPLOYMENT PLACEMENTS | |
|--|--|
| GSS16112-TEMP_EMPLV02 22nd Century Technologies, Inc. 1 Executive Drive, Suite 285 Somerset, NJ 08873 FSF: 0000142590 | GSS16112-TEMP_EMPLV03 Abacus Corporation 610 Gusryan Street Baltimore, MD 21224 FSF: 0000180210 |
| GSS16112-TEMP_EMPLV04 Acro Service Corporation 39209 Six Mile Road, Suite 250 Livonia, MI 48152 FSF: 0000288188 | GSS16112-TEMP_EMPLV05 Delmarva Temporary Staffing, Inc. PO Box 264 Rehoboth Beach, DE 19971 FSF: 0000026950 |
| GSS16112-TEMP_EMPLV06 Delta-T Group, Inc. 950 Haverford Road, Suite 200 Bryn Mawr, PA 19010 FSF: 0000018545 | GSS16112-TEMP_EMPLV07 DePaul Industries 4950 NE MLK JR Blvd Portland, OR 97211 FSF: 0000292219 |
| GSS16112-TEMP_EMPLV08 Express Employment Professionals 2 Penns Way, Suite 205 New Castle, DE 19720 FSF: 0000139258 | GSS16112-TEMP_EMPLV09 Goodwill Delaware & Delaware County PA 300 East Lea Blvd. Wilmington, DE 19802 FSF: 0000024324 |
| GSS16112-TEMP_EMPLV010 Premier Staffing Source, Inc. 4640 Forbes Boulevard, Suite 200A Lanham, MD 20706 FSF: 0000142353 | GSS16112-TEMP_EMPLV11 TAD PGS, Inc. /AKA/ Adecco Government Solutions 1001 Third Ave. W. Suite 4609 Bradenton, FL 34205 FSF: 0000292214 |
| GSS16112-TEMP_EMPLV12 US IT Solutions, Inc. 2570 N. First Street, 2nd Floor San Jose, CA 95131 FSF: 0000287777 | |

4. PRICING

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Prices will remain firm for the term of the contract year. Refer to Pricing Spreadsheet.

5. ADDENDUM HISTORY

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| Addendum | Explanation | Effective |
|-----------------|-----------------------------------|-------------------|
| #1 | Adds Cosmetologist | October 4, 2016 |
| #2 | Adds Lottery Field Representative | February 23, 2017 |

ADDITIONAL TERMS AND CONDITIONS

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6. BILLING

The successful vendor is required to **"Bill as Shipped" to the respective ordering agency(s).** Ordering agencies shall provide at a minimum the contract number, ship to and bill to address, contract name and phone number.

7. PAYMENT

The agencies or school districts involved will authorize and process for payment each invoice within thirty (30) days after the date of receipt. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

8. PRODUCT SUBSTITUTION

All items delivered during the life of the contract shall be of the same type and manufacture as specified unless specific approval is given by Government Support Services to do otherwise. Substitutions may require the submission of written specifications and product evaluation prior to any approvals being granted.

9. ORDERING PROCEDURE

Successful contractors are required to have either a local telephone number within the (302) area code, a toll free (800) number, or agree to accept collect calls. Each agency is responsible for placing their orders and may be accomplished by written purchase order, telephone, fax or computer on-line systems. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

10. PURCHASE ORDERS

Agencies that are part of the First State Financial (FSF) system are required to identify the contract number GSS16112-TEMP_EMPL on all Purchase Orders (P.O.) and shall complete the same when entering P.O. information in the state's financial reporting system.

11. REQUIREMENTS

For a complete list of contract specifications please refer to the original bid solicitation document(s). Any contract specific documentation will be accessible through the hyperlink(s) provided on this contract's details page.

12. HOLD HARMLESS

The contractor agrees that it shall indemnify and hold the State of Delaware and all its agencies harmless from and against any and all claims for injury, loss of life, or damage to or loss of use of property caused or alleged to be caused, by acts or omissions of the contractor, its employees, and invitees on or about the premises and which arise out of the contractor's performance, or failure to perform as specified in the Agreement.

13. NON-PERFORMANCE

In the event the contractor does not fulfill its obligations under the terms and conditions of this contract, the ordering agency may purchase equivalent product on the open market. Any difference in cost between the contract prices herein and the price of open market product shall be the responsibility of the contractor. Under no circumstances shall monies be due the contractor in the event open market products can be obtained below contract cost. Any monies charged to the contractor may be deducted from an open invoice.

14. FORCE MAJEURE

Neither the contractor nor the ordering agency shall be held liable for non-performance under the terms and conditions of this contract due, but not limited to, government restriction, strike, flood, fire, or unforeseen catastrophe beyond either party's control. Each party shall notify the other in writing of any situation that may prevent performance under the terms and conditions of this contract.

15. AGENCY'S RESPONSIBILITIES

The Agency shall:

- a. Examine and review in detail all letters, reports, drawings and other documents presented by the Contractor to the Agency and render to the Contractor in writing, findings and decisions pertaining thereto within a reasonable time so as not to delay the services of Contractor.
- b. Give prompt written notice to the Contractor whenever the Agency observes or otherwise becomes aware of any development that affects the scope or timing of the Contractor's services.
- c. When an ordering agency first experiences a relatively minor problem or difficulty with a vendor, the agency will contact the vendor directly and attempt to informally resolve the problem. This includes failure to perform by the date specified and any unacceptable difference(s) between the purchase order and the merchandise received. Ordering agencies should stress to vendors that they should expedite correction of the differences because failure to reply may result in an unfavorable rating in the execution of the awarded contract.
- d. The state has several remedies available to resolve non-performance issues with the contractor. The Agency should refer to the Contract Terms and Conditions to view these remedies. When a default occurs, the Agency should first review the contract to confirm that the issue is a part of the contract. If the issue is not covered by the contract, the state cannot expect the contractor to perform outside the agreement. If the issue is a part of the contract, the Agency or GSS - Contracting must then contact the contractor, discuss the reasons surrounding the default and establish a date when the contractor will resolve the non-performance issue.
- e. If there is a performance deficiency, a Corrective Action Report (CAR) may be used. Complete this form to report concerns with vendors or commodities. Be sure to furnish as much detail as possible. <http://gss.omb.delaware.gov/divisionwide/forms.shtml>.

16. HOW TO FILL A TEMPORARY POSITION

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After an agency has determined they have a need to hire a temporary employee the person assigned the task of filling the placement needs to review the most current information in the contract. The contract provides you with the currently covered position titles and descriptions along with which vendor(s) is/are awarded the position and the awarded rates.

SET ASIDE POSITIONS

Certain positions in the contract are Set-Aside in accordance with the State Law Use Commission through Ability Network of Delaware (A.N.D.). A.N.D. is the first point of contact for placements falling under the following job titles:

Accounting Technician
Administrative Specialist I
Administrative Specialist II
Administrative Specialist III
Data Entry Technician
Supply, Storage, Distribution Clerk: **This job classification is a partial set aside. Duties under this classification pertaining to *internal Mail distribution* are set aside.**
Operations Support Specialist
Social Worker/Case Manager
Clerical Assistant
Telephone Operator
Housekeeper
DART – Reservationist
DART – Customer Ride Checker
DART – Customer Ride Check Supervisor
Food Service Worker
Food Service Director

In the event A.N.D. is unable to fill your need a waiver will be issued for you to fill the position through another vendor. You will be instructed to contact the contract officer for vendor contact information and rates. The waiver is only good for the one placement and valid for one year. Should the requesting agency still need the position after one year they will be required to either hire the employee on a permanent basis or contact A.N.D. for a replacement employee. Requesting Agency is required to forward this waiver approval to the State Contract Officer once the position has been filled, to include information relating to the position: Temporary Agency Utilized & Temporary Employee Name.

REQUEST FOR TEMPORARY EMPLOYEE

Agency requests for temporary employees shall *only* contain the job title to be filled. Additional job descriptions or modifications provided by an agency at the time of request shall not be utilized.

Requesting Agencies do not have the authority to authorize increases in pay and/or bill rates awarded as a result of this contract.

Vendors are only permitted to fill those positions for which they have been awarded. Awarded vendors are not authorized to fill positions they have not been awarded nor positions not on the contract.

17. ADDITIONAL POSITIONS

Cosmetologist Added October 4, 2016

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COSMETOLOGIST

Summary Statement

This class is responsible for cosmetology work at the skilled level.

Nature and Scope

A class incumbent reports to a technical or administrative superior and is responsible for providing beauty services to the physically and mentally ill or developmentally disabled at a State institution. Work is performed in accordance with standard cosmetology practices and general work instructions. Class incumbents wave, cut, style and color hair; give scalp and hair treatments and keep associated records from which the incumbent prepares summary reports. Principal contacts are with institutional staff to schedule patient appointments.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Assesses hair type, condition, growth pattern; cuts, sets and styles hair.
- Applies permanent waves, hair relaxers, tints and dyes.
- Applies shampoos, scalp and hair treatments.
- Sterilizes and sanitizes shop equipment and instruments and cleans work area.
- Records number and type of treatments and services administered; schedules patient appointments, prepares summary reports, inventories and recommends requisition of beauty shop supplies and equipment.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the principles and practices of cosmetology.
- Knowledge of the operation and routine maintenance of beauty shop equipment.
- Knowledge of the methods and techniques of cutting, setting and styling hair based upon assessment of hair type, condition, growth pattern and desired results.
- Knowledge of the proper application of permanent waves, hair relaxers, tints and dyes.
- Knowledge of the proper procedures for the sanitization and sterilization of beauty shop equipment and utensils.
- Knowledge of the practices and procedures of recordkeeping and routine report preparation.
- Skill in the practice of cosmetology.
- Ability to detect scalp, skin and hair problems and disorders.
- Ability to exercise patience and understanding while working with the physically and mentally ill and developmentally disabled.
- Ability to remain calm and exercise sound judgment when confronted with aberrant behavior.
- Ability to instruct auxiliary personnel in work methods and procedures.
- Ability to maintain accurate records.

Job Requirements

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Delaware Cosmetologist license.

Lottery Field Representative – Added February 23, 2017

Lottery Field Representative

Description of Occupational Work

This class series uses three levels in the Cultural and Information Resources Services occupational group, Marketing and Public Information occupational series and describes sales and marketing activities for the Delaware State Lottery Office.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Performs marketing and sale of lottery products.
- Develops and implements incentive programs to maximize retailer sales potential. Monitors retailer sales activities.
- Provides training to retailers in sales and marketing techniques, operating procedures, rules and regulations for selling lottery games
- Monitors retailer compliance with lottery rules and regulations.
- Arranges, sets-up and monitors retailer promotions.
- Provides resolution of retailer and player complaints.
- Coordinates field sales and marketing support activities performed by vendor staff.
- Identifies potential new retail locations. Coordinates new retailer recruitment efforts by vendor staff.
- Monitors vendor staff performance.
- Prepares a variety of reports.

Lottery Field Services Representative

This is the first level in the series responsible for performing the full range of essential functions.

- Reports to a technical superior.
- Performs field sales and marketing activities within an assigned territory.
- Assists in the recruitment of new retailers.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the Division of Lottery policies and procedures.
- Knowledge of public relations.
- Knowledge of conducting training courses.
- Knowledge of business accounting and recordkeeping.
- Skill in sales and marketing techniques and strategies including motivational sales techniques.
- Skill in territory account management.
- Skill in establishing and maintaining effective working relationships with sales agents.
- Ability to project a professional sales image.
- Ability to enforce Delaware Lottery rules and regulations.
- Ability to communicate effectively, both orally and in writing.

Job Requirements

JOB REQUIREMENTS for Lottery Field Representative

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in public relations, media relations or communications such as establishing and promoting a positive image with the public, informing or influencing specific audiences through the use of internal and external communications such as public forums, journalism, writing, marketing, advertising, promotions, or special events.
2. Six months experience in territory account management which includes developing and managing sales routes and traveling within an assigned geographic location visiting numerous retailer accounts.
3. Six months experience in sales and marketing to retail outlets.
4. Six months experience in interpreting laws, rules, regulations, standards, policies, and procedures.
5. Knowledge of presenting training courses using a variety of training methods such as lecture, structured exercises, role play or group discussion as well as the use of training materials such as overheads, PowerPoint, handouts or videos.

Possession of a valid Driver's License (not suspended, revoked or cancelled, or disqualified from driving).